TACMIS Bulletin
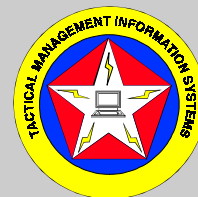
From the Project Officer

The TACMIS Web Site has been updated and fine tuned to give users up-to-date information on our services. While continuing to provide state-of-the-art technology and services to combat service support units Army wide, we also awarded two major contracts that will allow us to provide information technologies and other services well into the 21st Century.

The first of the two major contracts, valued at $111M, was awarded to Savi Technology in August 1997. This contract vehicle allows for purchase of Radio Frequency Identification technologies (equipment, software, and services) that support worldwide fixed and transportable identification and tracking functions. It provides capabilities to locate and track asset enabling In-Transit and Total Asset Visibility (TAV) using active and passive tags through the use of fixed, portable and hand held interrogators. The ordering period is 36 months, with an additional 24 months for training and technical services.

The second contract is one of PO TACMIS' largest awards ever. The STAMIS Computer Contract II (SSC-II) was awarded in October 1997 to Government Technology Services, Inc. (GTSI) of Chantilly, VA. SCC-II includes a five-year ordering period for hardware, software and services up to the contract maximum of $469.6M. The Army may order technical support services and maintenance for an additional three years. Thousands of computers will be purchased from this contract well into the 21st century. This contract supports PEO STAMIS software applications (Personnel, Logistics, etc.) by providing hardware, software, and services that support both present and future STAMIS programs. These requirements are applicable to tactical and non-tactical operations in the continental United States (CONUS), Hawaii, Alaska, Europe, Panama, Far East, Saudi Arabia, and Kuwait.

While 1997 proved to be a very successful year for TACMIS and our customers, 1998 will provide additional challenges for us. TACMIS will begin reviewing new requirements and conducting market surveys in preparation for a new AIT-II follow-on contract (current contract expires in March 1999) that will also provide equipment, software, and services into the 21st century. The Army is the DoD Executive Agent for Automatic Identification Technologies, which presents a unique challenge in ensuring that all of DoD receives the latest in AIT for data capture and control.

We're looking forward to working with all of you in 1998 and hope that you will continue to find the information in this bulletin helpful. We continue our commitment to provide you quality systems and services, and welcome your comments, suggestions, and questions.

Robert A. Ragans
PO TACMIS

In This Issue:

TACMIS Project Office

Project Office

DDN: rob.ragans@peostamis.belvoir.army.mil

Robert A. Ragans - Project Officer

DDN: terry.watson@peostamis.belvoir.army.mil

Terry Watson - Acting Deputy Project Officer

Automatic Identification Technology (AIT)

DDN: susian.vickers@peostamis.belvoir.army.mil

Susian Vickers - Product Manager

Corps/Theater ADP Service Center-II (CTASC-II)

DDN: jan.runyon@peostamis.belvoir.army.mil

Jan Runyon - Acting Project Officer

STAMIS Tactical Computers (STACOMP)

DDN: bob.bradley@peostamis.belvoir.army.mil

Robert Bradley - Project Officer

Personnel Electronic Records Management System (PERMS)

DDN: ernest.glauberson@peostamis.belvoir.army.mil

Ernest Glauberson – Acting Product Manager

Combat Service Support (CSS) Automated Information Systems Interface (CAISI)

DDN: hieu.tran@peostamis.belvoir.army.mil

MAJ Hieu Tran - Project Officer

Business Management Division

DDN: mark.lenhoff@peostamis.belvoir.army.mil

Mark Lenhoff - Acting Chief

Donna Smith - Chief, Management Branch

Mark Lenhoff - Chief, Resource Branch

Logistics Division

DDN: bob.kennard@peostamis.belvoir.army.mil

Bob Kennard - Chief

Information Systems Engineering Command (ISEC) TACMIS Field Office

TACMIS Systems Extension & Acceptance Team

DDN: joan.esser@peostamis.belvoir.army.mil

Joan Esser - Acting Chief

TACMIS Engineering Office

DDN: william.hitchcock@peostamis.belvoir.army.mil

Bill Hitchcock - Chief

ADDRESS:

DEPT OF THE ARMY

TACMIS PROJ OFC

ATTN SFAE PS TP

9350 HALL RD SUITE 142

FT BELVOIR VA 22060-5526

TELEPHONE: DSN......656-3889

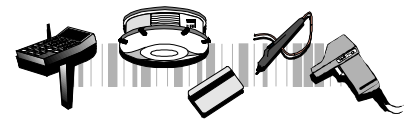Comm... (703) 806-3889

FAX: DSN.....656-3903

Comm.. (703) 806-3903

WEB SITE:

www.peostamis.belvoir.army.mil/tacmis/tacmis.htm

Automatic Identification Technology (AIT)

RFID Contract

On August 8, 1997, the Radio-Frequency Identification (RFID) contract was awarded to Savi Technology, Inc., a wholly-owned subsidiary of Raytheon TI Systems based in Mountain View, California. The contract will supply commercially available Radio-Frequency Identification (RFID) equipment, software and services to DoD agencies and the US Coast Guard. Savi will provide automated RFID technology to enable the customers to locate, monitor and track the status of goods and supplies anywhere in the world. Assuming all contract options are exercised, the total contract life will be five years. Hardware, software, and documentation can be ordered for 36 months; training and technical engineering services can be ordered for 60 months; and maintenance after the warranty expiration. The RFID contract with Savi ends in August 2002.

The RFID contract combines hardware, software and technical services to provide automated solutions for asset management. The hardware consists primarily of radio tags (transponders), which combine two-way radio frequency technology and a microchip computer in a package the size of a cellular phone, and specialized radio frequency-capable computers (interrogators), used to "read" the contents of the radio tags. The software provides connectivity between the RFID hardware and conventional computer databases and is a key element to improved asset visibility and management. Additionally, the contract includes technical engineering services for design and installation of total system solutions to asset management problems.

AIT Contract

The current AIT contract was awarded to Intermec in March 1994. The contract provides tactical source data collection AIT configurations to support AIT's Army STAMIS users, and is a vehicle by which all DoD and other federal agencies may order AIT equipment and services. The 10-year contract will supply hardware, technical services, and training the first five years and equipment maintenance after that.

PM AIT recently accepted the following technology enhancement Engineering Change Proposals (ECP) to the AIT contract.

- The new Janus Model "D", available under the AIT contract since August 1997, uses a rechargeable back-up lithium battery that replaces the existing non-rechargeable back-up lithium battery in the Janus Model "C". It also has an increased memory (4 MB vs 1 MB), uses DOS 6.2, and is three to five times faster than its predecessor.

- The following Two Dimensional Symbology Scanners are also available under the AIT contract since November 1997: the Welch Allyn Model IT4400 2D Hand-Held Image Reader; the Intermec Model 1464 CCD Scanner; two versions each of the Symbol LA4804 and the Symbol LS4904 Hand-held, Non-contact Bar Code Scanners; and the Symbol Technologies PDF-620 ID Card Reader.

- The new 1550B Sabre Laser Scanner provides an economical technology and performance upgrade path for existing 1545 customers. It provides improved reliability, increased durability, operation in bright sunlight, enhanced depth-of-field performance, snappier performance on poor quality codes, superior ergonomic design, and industry-leading environmental specifications.
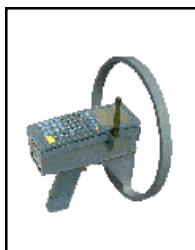
Active Fixed/ Transportable Interrogator
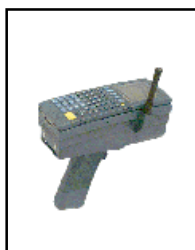
Active HHI

Active Transponder

Active/Passive HHI

Passive HHI

Passive Transponder

(AIT, continued from page 3)

● Type I Page Printer Options, added to the AIT contract in October 1997, provides NC-1200 Network Interface Cards (NetCard 1200), DX-1600 Duplexing Units, and LT-1600 Lower Trays for the Brother HL-1660. For more detailed information on these equipment additions and substitutions, please see our Web Site.

AIT II Follow-On Contract

To better support the Army, DoD, and other federal agencies, the Office of the Product Manager for AIT has started the process for the AIT II follow-on contract. The AIT II Follow-on contract will be similar to the current contract with Intermec Corporation, which ends in March 1999, in that it will be an Indefinite Delivery, Indefinite Quantity (meaning it will operate like an ordering catalogue) contract and will provide hardware, software, maintenance, and technical services to current customers.

AIT's Janus Year 2000 Fix

AIT will distribute firmware v3.04 to AIT users of model "C" and below Janus units. These units have 1 MB of memory and are identified by the letters A, B, or C after the numeric model designation (i.e., JR2020C, etc.). Distributed in floppy diskette form, v3.04 effectively harnesses the year 2000 date format. Loading instructions and a feedback questionnaire will be provided. Selected STAMIS' will load the year 2000 fix through software change proposals.

PM AIT Web Site

The Office of the Product Manager for AIT has a Web Site that provides product information, which includes pictures, points of contact, customer support information, a personnel directory, the AIT Ordering Guide, and other information. Please check us out at http://www.peostamis.belvoir.army.mil/tacmis/ait/home.htm. Don't forget to sign our Guest Book!
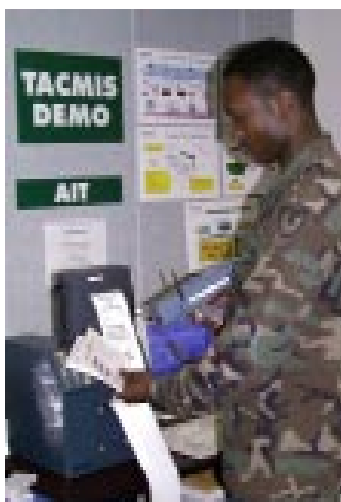
The portable 4102 "Hip Printer" in action.

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CSS Automated Information Systems Interface (CAISI)

CAISI equipment demonstration.

At the time of the last TACMIS Bulletin, the CAISI system was awaiting a Milestone Three (MS III) fielding decision. The 2nd Generation CAISI had been fielded to CSS units of 18th Airborne Corps, 82nd Airborne Division, and 101st Air Assault Division at Fort Bragg and Fort Campbell, to test and validate the concept. Since then the CAISI has received MS III approval to be fielded to the total Army. Fielding has been completed for the CSS units of 3rd Infantry Division (Mech) at Ft Stewart, 10th Mountain Division at Ft Drum, 1st Cavalry Division at Ft Hood, 2nd Infantry Division and 19th TAACOM in Korea and I Corps and attached Brigades at Ft Lewis. During the rest of 1998 and part of 1999, fielding will be completed to the rest of the active Army. Starting in FY 1999, CAISI fielding will begin with the CSS units in the Reserve and National Guard.

CAISIs have been involved in a number of success stories. In March 1997, the 4th Infantry Division successfully employed the CAISI during the Task Force 21 (TFXXI) Army Warfighter Experiment (AWE) at the National Training Center (NTC). The CAISI PO provided engineers and program support for the duration of a twenty one-day exercise, in which CAISI performed outstandingly. CAISI has also been successfully employed in support of our CSS units in Bosnia and continues to perform well. Recently, the CAISI was deployed with CSS units in Egypt, participating in Operation Bright Star. Users involved in the exercise say it performed quite successfully, providing our STAMIS with connectivity from the battlefield to CONUS.

Based on these successes, plans are underway to include the CAISI as an integral part of the Digitized Division concept that will be tested at III Corps and Ft Hood.


CAISI systems demonstration.

In addition, future enhancements to the CAISI are being planned to ensure it remains in step with the latest technology. Software engineers are hard at work revising the system to operate in a Windows NT environment. This new version will be ready for fielding, along with the new Computer Based Training package, in June 1998. PO CAISI is also exploring the use and addition of wireless connectivity and there are plans to integrate the CAISI into the Global Combat Support System Army (GCSS-A) and Warfighter Information Network (WIN) Architecture. We will continue to do all that we can to make the CAISI a reliable and viable part of the CSS community's future battlefield support.

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Corps/Theater Automatic Data Processing Service Center-Phase II (CTASC-II)

To date, the CTASC-II program has successfully completed its fielding schedule. Systems have been fielded to each Active Army Corps; Echelon-above-Corps (EAC) units in USAREUR, Panama, Hawaii, and Korea; three USAR locations; two TRADOC locations; and 56 National Guard locations.
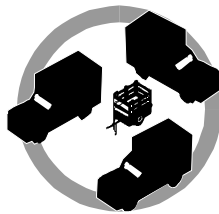
CTASC-II continues its support of the Army's logistics modernization concept. The mass storage capacity of all systems is being increased to better support SARSS and the users in the field. Several planned upgrades will ensure Year 2000 (Y2K) compliance of the entire system. All currently fielded DFI workstations are being replaced with DEC workstations, and

new "Flyaway" computers are being procured. CTASC anticipates that operating system upgrades to current Flyaway computers and workstations and to HP K200s will be completed by early summer 1998.

Continuity of Operations (COOP) systems are planned for USAREUR, Korea, and CONUS to ensure that CTASC-II and SARSS can continuously implement the Split Operations doctrine for Combat Service Support organizations. With system implementation still in the planning stage, fielding is anticipated by 4th Quarter FY98.

CTASC-II operator's console.

All fielded CTASC-II systems and their components are covered through a comprehensive maintenance plan designed for ease of use. Any hardware or software maintenance issues can be reported 24 hours a day, seven days a week, by calling the Fort Lee Customer Assistance Office (CAO) at DSN 687-1051, or commercial (804) 734-1051.

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Personnel Electronic Record Management System (PERMS)

The PERMS program, one of the largest optical digital imagery systems in the world, is fielded and fully operational at the four major personnel records centers: the US Total Army Personnel Command (PERSCOM) Management Support Division (MSD), Alexandria, VA; the Enlisted Records and Evaluation Center (EREC), Indianapolis, IN; the US Army Reserve Personnel Command (AR-PERSCOM), St. Louis, MO; and the Army National Guard Readiness Center (ARNGRC), Arlington, VA. PERMS has totally replaced the Army's paper

and microfiche recordkeeping systems for the Official Military Personnel Files with optical digital imagery technology.

Due to funding constraints and competing priorities during FY97, the development effort for a planned option of the Selection Board Subsystem (SBS) was stopped by the Functional Proponent. PM Office is preparing to transition the program to PERSCOM effective 1 October 1998. Prior to transition, the PM plans to introduce a number of system upgrades through technology insertion and migration. By the end of FY98, EREC PERMS will see substantial improvements in the capability to process daily updates, load new accessions, and transfer records electronically to AR-PERSCOM in St. Louis. Scheduled enhancements will improve timely support for Army Selection Boards and eliminate system contention issues.

Army Records Centers receive 100's of thousands of paper documents annually for scanning and indexing into PERMS-one of the enhancements will incorporate Application Programming Interface (API) allowing electronic transfer/capture of images, thereby greatly reducing paper scanning.

Several hardware and software changes are underway:

- UNIX Operating System and Informix Database Software upgrades have begun.

- An introduction of Windows NT client workstations and Windows NT Remote connectivity is planned in the near future.

- Pentium-class client workstations will soon replace 386/486 PC workstations.

- A new desktop scanner, BancTec DS2610, with dual sided scan capability has been introduced to replace the single-sided Fujitsu 3090. The new desktop scanner permits each site to distribute scanning input to the end-user where documents are received and processed for acceptance to the official file.

- Higher density optical storage will gradually replace 5.6 GB Write Once Read Many (WORM) platters.

- PERMS images will be converted to TIFF standard, permitting the use of numerous commercially available image display software products.

- A system assessment of the possible impact of Year 2000 and beyond date calculations within PERMS involved Litton-PRC, Inc., Science Applications International Corp., ANACOMP, Inc. and CSC, Inc. The most recent assessment was completed by CSC, Inc. 10 Oct 97. Y2K corrective action was incorporated into the software upgrade and system enhancement development schedule for FY98.

Based on the success of PERMS, the Army began eliminating redundancy between the Military Personnel Records Jacket (MPRJ) and the Official Military Personnel File (OMPF), starting with all active duty officers in FY96. Enlisted MPRJ elimination is dependent upon successful fielding of SIDPERS-3 and the Enlisted Record Brief (ERB).

Career Managers at each of the Personnel Centers now have access to PERMS. A direct link (long haul) network connection was established between EREC PERMS in Indianapolis, IN, and Enlisted Career Managers in Alexandria, VA. Windows NT Remote Access procedures are being developed which will make PERMS accessible to authorized users at distant locations.

For questions relating to the PERMS Program or services provided, contact:
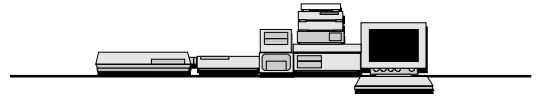
Ernie Glauberson
DSN: 656-4259 or commercial (703) 806-4259
E-mail: Ernest.Glauberson@peostamis.belvoir.army.mil

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STAMIS Tactical Computers (STACOMP)

STACOMP II Workstation.

The STACOMP telephone never seems to stop ringing since the October 8th award of STAMIS Computer Contract – II (SCC-II) to Government Technology Services, Inc. (GTSI) of Chantilly, VA. The contract is a firm-fixed-price, indefinite-delivery/indefinite quantity (ID/IQ) contract, with a DPA of nearly $470 million over the life of the contract.

Like its predecessor, the SCC-II supports Government-furnished PEO STAMIS applications such as the Army's retail logistics systems, with hardware, software and services to get the job done. These currently include systems like the Standard Army Maintenance System-Installation-Table of Distribution and Allowance (SAMS-I-TDA), Unit Level Logistics Systems Ground (ULLS-G), and Unit Level Logistics Systems-Aviation (ULLS-A). Unlike the previous version of SCC, SCC-II calls for GTSI to provide an integration facility and configuration management services. This is in addition to the notebooks, desktops, and servers; peripheral equipment; network equipment; and system support software one would expect to find on a contract supporting multiple Standard Army Management Information Systems. The contract includes a five-year ordering period for hardware and software with provisions for ordering technical support services and maintenance for an additional three years.

Highlights from the SCC-II contract include: Basic and Multimedia 166 Mhz Notebooks, both with 24 Meg of RAM and 1.4 Gigabyte Hard Disk; a 233 Mhz Desktop with 32 Meg of RAM and a 4 Gigabyte Hard Disk; and Low (233 Mhz) and High (266 Mhz) End Servers with 32 and 64 Meg of RAM

respectively, each with a 4 Gigabyte Hard Disk. Particularly noteworthy is the change in warranty period from SCC to SCC-II, as the hardware is now covered for 6 years. In the event of a failure during that timeframe, GTSI is committed to returning the unit to service within 9 hours of notification in most locations. Additionally, the timetable for delivering equipment is drastically reduced - down to 15 days in CONUS and 20 days for OCONUS from the time that GTSI receives the order. There are also provisions for expediting deliveries that reduce the times to three days in CONUS and five days for OCONUS. GTSI is responsible for providing expedited delivery for no more than 100 integrated configuration units a month. SCC-II has provisions for on-call support 24 hours a day, 7 days a week, with an 800 number in CONUS and in-country numbers for overseas locations.

Even though the ink on SCC-II is barely dry, there are discussions underway between the Government and GTSI about changes. Just like the original SCC, discussions always take place between the interested parties to keep the equipment offerings current and fairly priced. This ability to make changes is mutually beneficial for the Government and GTSI, as it provides the means and incentives to keep technology available through the life of the contract, moving toward the cutting edge. Reliance on outmoded technologies not only becomes unsupportable for the Government, but eventually becomes unprofitable for a vendor. A good example of this is the Government's switch from 5 ¼ inch to 3 ½ inch floppy drive technology.

PO STACOMP's business processes are still undergoing transformation with the implementation of the TACMIS Information System (TIS). TIS is a modular system designed to provide the tools to build and track a hardware requirement from inception through delivery to post-delivery. The database itself uses Sybase SQL Anywhere with an MS-Access front end.

Since TIS is modular (composed of the TACMIS Ordering System (TOS), a Survey, and an Extension module), the TIS database either feeds or uses data generated by many different participants. If we were to look at it chronologically, TIS provides the documents and data to complement a fielding site survey through its Survey Module. The Survey Module develops such documents as the Memorandum of Agreement, a site Fielding schedule, Fact Sheets and a General Administrative Summary and Checklist. Data elements developed and captured during

this survey process, along with the Bill of Materials, go on to be useful in supporting the actual acquisition of hardware through the TOS. TOS is used right in the STACOMP Project Office as an automated tool to order the hardware, software or services necessary to accomplish the fielding. It captures the "who, what, when, where, and why" answers associated with the acquisition. It is this order that starts the clock that measures the vendor's performance. All the while these modules are being used, additional information continues to be captured relating to the acquisition itself and its subsequent fielding. When an order is placed, the vendor provides appropriate information on the shipment, down to to the serial numbers of the major components. The Chief of Installation (COI) uses this information in the Extension module to identify and locate each integration unit. Upon completion of the fielding, the data remains to provide asset visibility to support continuing program management information requirements.

Not all of the TIS modules are new. PO STACOMP started using an early version of TOS (called SOS, for STACOMP Ordering System) in January 1997 and has continued to refine the application and the reports it generates to its present state. The Survey and the Extension modules are expected to be operational about the time this bulletin goes to print.

PO STACOMP remains committed to supporting the STAMIS community with reliable hardware, software and technical support services through a wide range of ID/IQ contracts. To learn more about SCC-II and other services available from PO STACOMP, visit the TACMIS Web Page at http://www.peostamis.belvoir.army.mil/tacmis/stacomp/index.html. Questions or comments about the services available from the Project Office STACOMP should be referred to Mr. Bob Bradley, DSN: 656-3956.

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Fort Belvoir Engineering Office (FBEO) TACMIS Engineers

This has been a busy quarter for the TACMIS engineers. AIT engineers supported the new Radio Frequency Identification (RFID) contract and worked on equipment change proposals and current AIT contract updates. Complete equipment demonstrations showcasing the newest equipment, including the color identification system, improved PDCD, and smart card technology, were presented to Office of the

Director of Information Systems for Command, Control, Communications, and Computers (ODISC4) and to the Army Acquisition Executive. The current Software Change Proposal (SCP) process will assist with distribution of the Year 2000 fix for the 1 MB PDCD (flash ROM), which was recently tested and approved.

AIT Color Card Personalization System used to create "Smart Cards."

The CTASC II engineer upgraded hardware, including all new "Flyaway" boxes (Panasonic CF25), and replaced DFI workstations with DEC computers. Upon completion of the upgrades, CTASC II hardware will be fully Year 2000 (Y2K) compliant! The next release of HP UX (the operating system) will also be fully compliant. A significant amount of time has been spent assisting the Fort Huachuca engineers with streamlining the CTASC II to obtain the best processing times. Different memory configurations and different processor numbers have been benchmarked and fine-tuned to determine the best configuration for SARSS processing.

PMAIT (center) hosts a "Smart Card" capability demonstration for HQDA, ODCSLOG.

We can be reached at:

Name	Program	Commercial Telephone	DSN	FAX
Hitchcock, Bill	Lead Engineer	(703) 806-3890	656-3890	806-0611
Boyter, James	Lead AIT Engineer	(703) 806-3955	656-3955	806-3903
Johnson, Robert	STACOMP TIF	(703) 325-0114	221-0114	703-550-1906
Leaphart, Dan	TACMIS Engineer	(703) 806-3402	656-3402	806-3903
Lord, Stephen	AIT II Engineer	(703) 806-3588	656-3588	806-4202
McCarty, Terry	Lead CTASC II Engineer	(703) 806-4127	656-4127	806-3903
Mitchell, Larry	STACOMP Engineer	(703) 806-4240	656-4240	806-4202
Morrissey, Mike	AIT/RFID Engineer	(703) 806-3950	656-3950	806-3903

STACOMP engineering support has been divided between the existing contract and the new STACOMP II contract. One engineer was dedicated entirely to the evaluation of STACOMP II and the contract award while another supported equipment change proposals, updates, and additions and deletions to the existing contract as well as continuing work on Y2K problems. Still a third engineer provided full time support to the TACMIS Integration Facility (TIF). As was documented in the last newsletter, the many different computer models and bios versions currently in the field make determining Y2K compliance a major issue. Much testing has to be accomplished to determine what fix can be applied to make our systems operational at the turn-of-the-century. A test disk to enable users to automatically examine their systems has been developed and will be available on the STACOMP Web Site in the near future. Please download this disk, follow the instructions to make a bootable floppy, test your machines and forward the data file back to PO STACOMP. More information on this will follow. Be sure to check the TACMIS Web Site regularly.

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Logistics Division

1. World-Wide Maintenance Support Expanded.
Last September, Tobyhanna Army Depot opened a Forward Repair Activity (FRA) in Hawaii to provide post warranty maintenance support for STAMIS commercial-off-the-shelf/non-developmental items (COTS/NDI) in Hawaii, Alaska and Guam.

Address:
Tobyhanna FRA
ATTN: Mr. Raymond Roxby
I/IV/VII Warehouse (WX3J3N) (RICW25)
K DSU A/725 MSB
Building 1090
Schofield Barracks, HI 96857-6000

Commercial: (808) 656-2655
DSN: (315) 456-2655

2. What's Your Tracking or Reference Number?
The TACMIS Logistics Division stands ready to assist you in obtaining timely maintenance support. However, too often we receive requests for assistance that do not include the tracking or reference numbers assigned by the service provider. When receiving a maintenance support call from a STAMIS user, the warranty vendor and the post warranty FRA are required to provide the user with a tracking or reference number. The Fort Lee Customer Assistance Office (CAO) must also provide a STAMIS user with a tracking or reference number when assisting with a software support request. Before calling TACMIS to report poor support, make sure you have your tracking or reference number, the model and serial number of the item, when the support request was made and to whom, and what response(s) have occurred.

3. RFID Maintenance Concept.
RFID hardware is covered by a three-year warranty. When a customer calls with a product problem, Customer Support

determines if the item is covered by warranty or separate maintenance contract. Customer Support, having confirmation of warranty or maintenance contract, authorizes immediate replacement and shipment to the customer. Customer Support then provides a return authorization number, which the customer uses to track status of the replacement. For warranty items, replacement units are shipped to the customer using United Parcel Service (UPS) or a similar overnight service. For non-warranty maintenance items, replacement units are shipped to ensure customer receipt within five days. When the replacement unit is received, the customer should use the shipping container to return the failed unit. TI/Savi will pay all transportation costs for all items covered under warranty. Under non-warranty maintenance, the Government pays transportation costs to the TI/Savi repair center and provides any unusual instructions for the return shipment after repair.

24 Hour Customer Service Hotline:
1-888-994-Savi (1-888-994-7284)

Customer Service and Warranty/Maintenance Tracking:
http://www.savi.com

Main Office Address:
Savi Technology
450 National Ave.
Mountain View, CA 94043-2238

Voice: (650) 428-0550
FAX: (650) 428-0444

(Between the hours of 8:00am - 5:00pm (PST) Monday - Friday)

Washington Office Address:
Savi Technology
1745 Jefferson Davis Highway
Arlington, VA 22202-3471

Voice: (703) 413-1177
FAX: (703) 413-6025

4. AIT Packing and Shipping Guidance for the Field.
(This is a copy of the message sent out to CSSAMOs world wide. A complete list of their addresses will be distributed via LAN in the near future.)

The following information outlines Automatic Identification Technology (AIT) Mail-in Maintenance Support Procedures for Packaging and Shipping of failed equipment to a designated Intermec Maintenance Repair Center (MRC). (Note: Users are responsible for arranging and funding round-trip transportation of AIT equipment being returned for service.)

The user must implement the following procedures before prior to returning failed equipment to the MRC for maintenance.

a. Prior to calling for warranty or non-warranty assistance, obtain failed component's: model number(s) , serial number(s), statement of the problem, and the user's shipping/receiving address to which the repaired equipment shall be returned.

b. Call the applicable toll free number to determine if hardware problems can be resolved telephonically before returning equipment to the MRC for maintenance. Notify the MRC representative that the equipment was purchased from the AIT contract, and obtain the required Return Material Authorization (RMA) number(s).

CONUS: (800) 892-7007
Germany: 0130-82-21-55
Italy: 1678-71846
Japan: 0044-22-12-2451
Korea (non-RF equipment only): 82-2-790-5055

Korea, (RF equipment only) Saudi Arabia, Egypt, Kuwait, or locations not responsive to a designated toll free telephone number should contact MSG Bagby or his alternate, Mr. Morrow, by telephone and email with the required information listed below. He, in turn, will contact the servicing MRC to secure a (RMA) number(s) for return of the failed equipment.

MSG Bagby, PM AIT, COR: (703) 806-4116
DSN: 656-4116
FAX: (703) 806-3903
Email: bagbyr@peostamis.belvoir.army.mil

(or alternate)

Mr. Stephen Morrow: (703) 806-3979
DSN: 656-3979
FAX: (703) 806-3903
Email: Stephen.Morrow@peostamis.belvoir.army.mil.

c. Clearly mark RMA number(s) on the outside (2-opposite sides) of each shipping container(s). [All equipment returned for repair service must be issued an RMA number by Intermec. The RMA number will be used by the Government to help track the failed component(s) through the repair process.]

d. Clearly print the Government's APO or non-APO return address on an "Address Label." The Government's non-APO return address is the preferred address. Insert the "Address Label" into the transit case or shipping container. Intermec will later use this address label to return mail the repaired equipment back to the Government. When a failed component is part of a tactical transit case group, a written notification to identify it as part of a tactical transit case group must be included inside the shipping container or transit case.

e. It is recommended that the transit case be used to return all items. With the exception of radio frequency (RF) group items – return tactical AIT equipment for repairs along with all transit case issued components and manuals to ensure these items can be tested by Intermec (cables, plugs, etc.). Components from RF group items may be returned individually, but must be packaged IAW the "Standard Practice for Commercial Packaging" ASTM D 3951-90. This will ensure damage-free round trip shipment of the AIT equipment between the Government and the MRC. (The Government is responsible for all in-transit damage to equipment due to faulty packaging of the equipment.)

f. AIT AMS LC-305S Shipping Lock Set And Release Procedures:

The AIT AMS Optical Reader LC-305S is extremely sensitive to movement damage! The shipping set lock on the rear panel must be used to protect the optical head mechanism from vibration or impact damage ANYTIME it is moved (see LC-305S Setup Manual, page 11, provided with the equipment).

To Set Lock

Turn LC-305S off and disconnect from power source. Flip the shipping lock switch clockwise to the right so the ARROW POINTS UP. Per the Setup Manual, "Pick up the LC-305S and gently tilt it up and down and from left to right; you can be sure that the shipping lock is on if you can hear no sounds from the mechanism moving inside the unit." Do Not Shake Unit!!!

To Release Lock

Before connecting to power source and turning the LC-305S unit on, flip the shipping lock switch counter-clockwise to the left so the ARROW POINTS LEFT. The shipping lock will then be released.

CAUTION: The Loaded/Busy indicator will light up red if powered up in the SET position. Units may be held responsible for damages and minimum repair cost of over $2000 or over $4000 replacement if LC-305S is transported in the RELEASE mode.

g. Upon receipt, Intermec will inspect the item and notify the requesting activity of any discrepancy or shortages, including any noticeable damage.

h. If the item under warranty is determined to be unserviceable, Intermec will replace the item unless it is determined that the damage was due to the fault or negligence of the Government.
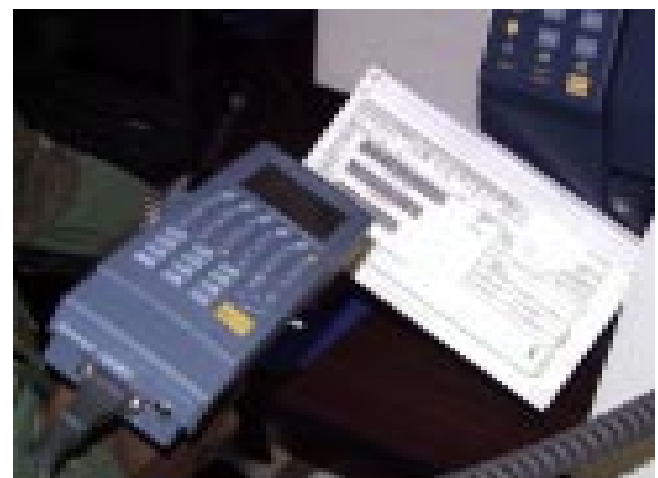
i. Intermec will repair and return items within two (2) working days after receipt at its MRC.

5. Check Us Out on the Worldwide Web
http://www.peostamis.belvoir.army.mil/tacmis/ait/home.htm

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Operator Preventive Maintenance Checks and Services for Automatic Identification Technology (AIT) Components

AIT equipment failures were determined in 1997 by reviewing maintenance tracking data obtained from the Product Manager, AIT (PM AIT), and the Project Office, Tactical Management Information Systems (PO TACMIS), Logistics Division.

(AIT Logistics, continued from page 11)

Proper maintenance and operation procedures are essential to ensure continuous smooth operation of AIT equipment. Most AIT component problems and failures involved the 4400 Bar Code Printer and the Radio Frequency Bar Code Laser Scanner Terminal (RFBCLST) Device (Model JR2020) with the lithium back-up battery - often identified as Portable Data Collection Device (PDCD). AIT reviewed all 1997 failures to determine if a common maintenance deficiency existed.

The following steps should help users maintain mission-ready status of AIT equipment (Note that these steps cover only problem areas that have been detected and do not constitute the entire range of Operator preventive maintenance checks and services procedures required for each piece of equipment.):

4400 Bar Code Printer: Most 4400 printer problems are caused by label debris and glue collecting on the print head. The operator maintenance procedures listed below will help alleviate this problem.

| Printer Component	Maintenance Period
Printhead	Inspect after every roll of labels. Clean after every three rolls of labels.
Platen Roller and Tear Bar Gap and Label Mark Sensors Paper Path Edge Guides	Clean after every three rolls of labels. The use of high-tack adhesive requires cleaning after every roll of labels.
Printing Cover	Clean when dirt or other contamination is visible.
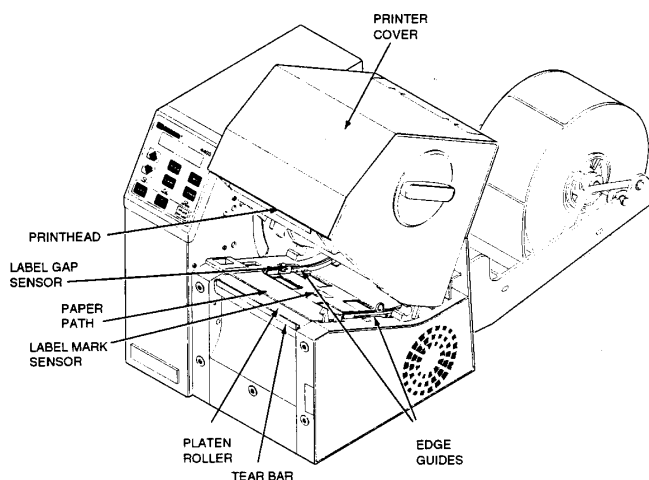
Check Section 6 of the AIS #25-L 18-ALV-INT-COM, AIT Transit Case Group (Printer Station, 4400) End User Manual (EUM), NSN 7025-01-426-7086 for more detailed operator maintenance guidance. Using the End User Manual

and the Operator Maintenance Kit should eliminate problems involving improperly advancing labels, stock settings, load procedures, print alignment, paper path malfunctions, and print head, gap, and mark sensor contamination. The Maintenance Kit is provided as part of the Printer Station, 4400 Transit Case Group. A brief outline of Maintenance Kit tools and their use is listed below:

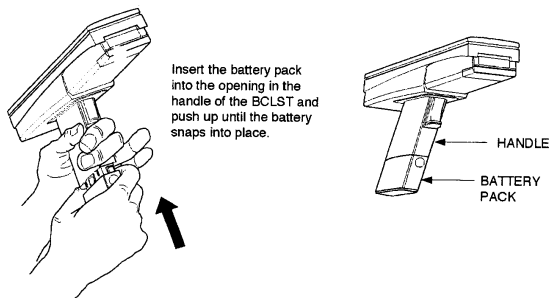| Number	Component	Description
1	Foam Printhead Protector	Inserted between printhead and platen roller during shipping.
2	Screwdriver	Used to replace the fuse.
3	Brush	Used for cleaning printer components.
4	Alcohol Pads	Used for cleaning printer components.
(WARNING: Alcohol pads may ignite if they come in contact with a printhead that has had extended use. Before using alcohol pads, switch the printer off and let it cool for 15 minutes.)		

Note: Order the Operator's Maintenance Kit, CAGEC #33825, part #061861, in whole or in part, from the General Services Administration (GSA). Use these item numbers for the corresponding equipment:

| Item No.	Description	Part Number
1	Maintenance Kit Container	NSN 33825-063984-001
2	Screwdriver	523298
3	Cleaning Brush	522426
4	Alcohol Pads	NSN 33825-589027-001
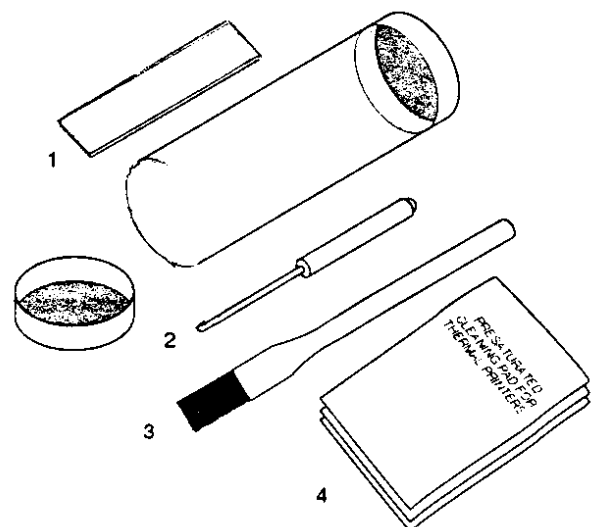
RF PDCD BCLST Model JR2020:
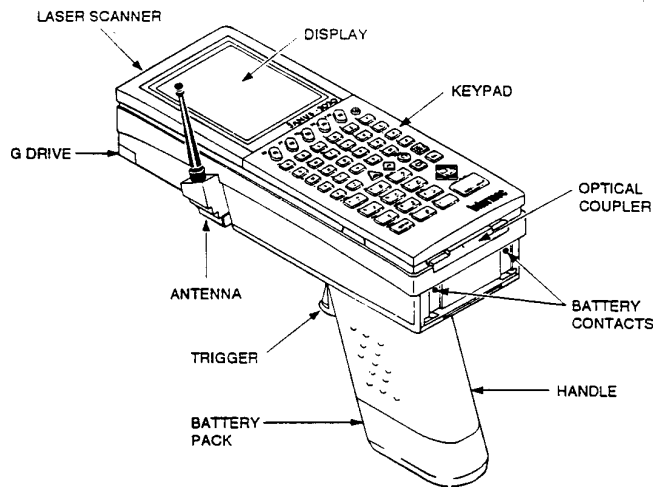
To avoid typical JR2020 operational problems, the user needs to include the following equipment service in his or her workday routine. First, check the JR2020s main battery to ensure it is properly seated prior to use for collecting bar code data.

Insert the battery pack into the opening in the handle of the BCLST and push up until the battery snaps into place.

Once the JR2020s operational task is completed — set the JR2020 to a Suspend or Storage mode. The mode selected depends on when the user intends to resume operations. If data collection operations are resumed within a few minutes or hours, the JR2020 must be set in the Suspend mode. If operations are resumed after a week or after being shipped to a new location, the JR2020 must be set in the Storage mode. Refer to the below JR2020 keyboard layout for setting the JR2020 Suspend and Storage modes. See illustration below.


Suspend/Resume key turns the reader on and off
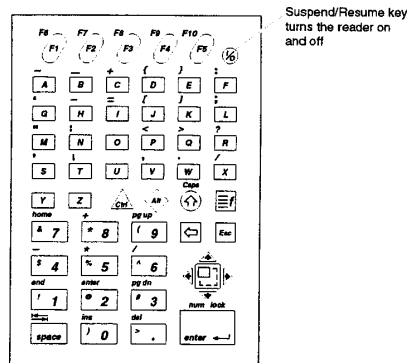
To Suspend the JR2020 operations:

1. Press the "I/O" key to enter the Suspend mode.
   This saves all memory contents and turns off the power to most unit hardware, including its small central processing unit (CPU).

2. The JR2020 display screen is off (blank) when the unit is in the Suspend mode.

Always leave the JR2020 with at least a partially charged battery pack installed to prevent the Lithium back-up battery from premature discharge. Once the back-up battery is completely discharged, only a trained factory service technician can replace the spent battery. Never open the JR2020 to access internal components, as this voids the warranty and may cause damage which can lead to costly repairs for the Government.

To set the JR2020 into Storage mode:

1. Press the "I/O" key to turn off the JR2020.

2. Press the "F3" key, the numeric "2" key, and the "left arrow" key simultaneously.

3. Press the numeric "2" key again.

4. Press the "I/O" key again. The "Boot Loader" menu displays.

5. Press the "down arrow" key to highlight "Storage" on the "Boot Loader" menu.

6. Press the "enter" key.

7. Remove the battery pack as described in your End User's Manual. This preserves the life of your lithium back-up battery for approximately three to four years of use.

8. Keep the JR2020 NiCad battery pack fully charged while it is in the Storage mode by keeping it in the Janus Z2020 Battery Charger, as shown.
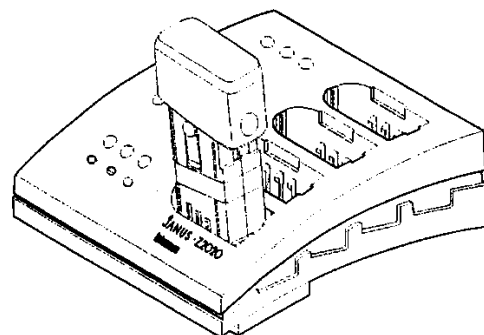
Check Section 3 of AIS #25-L1Y-AIT-JAN-COM, provided in the Optical Reader, Data Entry Transit Case Group EUM, NSN 7025-01-434-9112, for more detailed guidance.

Note: Preventive Maintenance Checks and Services (PMCS) are given in the AIT EUMs, available through PO TACMIS. For more information contact:

Denis J. Wildanger
Logistics Management Specialist
DSN: (312) 656-4095/FAX: 656-3903
COMM: (703) 806-4095
Email: wildanger@peostamis.belvoir.army.mil

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Systems Extension and Acceptance Team (SEAT)

The Systems Extension and Acceptance Team (SEAT), a component of the Information Systems Engineering Command –Fort Belvoir Engineering Office (ISEC-FBEO), provides fielding support through PO TACMIS for all PEO STAMIS programs. This support focuses on planning and executing all installation surveys and extensions for tactical and non-tactical systems. The SEAT representative, known as the Chief of Installation (COI), is the person on the ground that directs a team of subject matter experts (SME) in the survey and extension in accordance with the PO's target milestones. The COI provides the hardware acceptance function on the site

and then facilitates the classroom set-up to support the training calendar negotiated during the survey. Generally, users are trained on their new hardware which is then signed over to the installation Property Book official at the completion of the training and conversion phase. Setting up the classroom includes completing the system configuration and communication connections to simulate an operational environment for training.

The Commercial-Off-The-Shelf/Non-Developmental Item (COTS/NDI) products fielded by TACMIS for PMs and POs have commercial limited warranties provided by the hardware vendor. All STAMIS PMs and POs supported by TACMIS will now order from the newly awarded STAMIS Computer Contract II (SCC II). The COI assists the installation in exploring the logistics channels established under the new hardware contract. In some cases, multiple contracts may comprise a single configuration. The COI will provide a document to the STAMIS installation point of contact (POC) or his maintenance representative before departing the site to help simplify the process of hardware troubleshooting and maintenance. This allows for quick turn-around of the defective hardware to avoid delaying training milestones documented in the Memorandum of Agreement (MOA), and to allow for maximum efficiency in keeping the mission system operational following the extension.

SEAT is involved in accelerated fielding activities for many STAMIS PMs and POs. The Standard Army Retail Supply System–Objective (SARSS-O) is in its final extension

STACOMP II transit case.
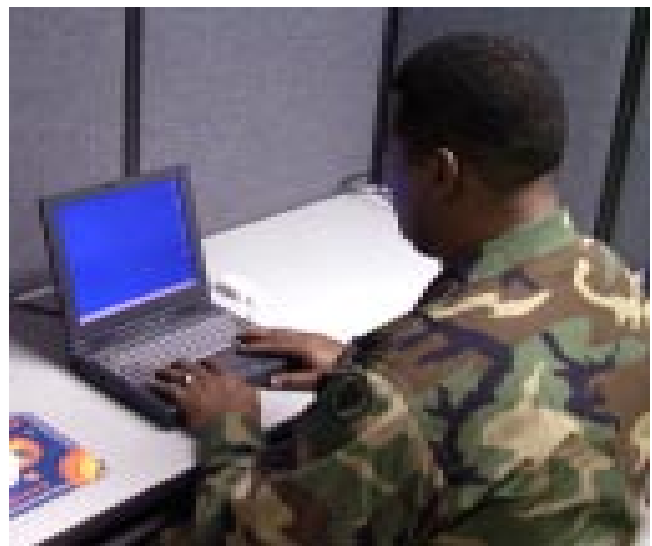
STACOMP II notebook.

phase. The focus in early spring 1998 will be on the SARSS-O extension to the Training and Doctrine Command (TRADOC) and USARC STARFIARS-Mod sites. The Standard Installation/Division Personnel System-3 (SIDPERS-3) schedule has been very ambitious from the beginning. Extensions for XVIII Airborne Corps sites were completed at end of calendar year 1997. The extensions and training for III Corps installations will begin in June 1998. SIDPERS-3 surveys for the remaining 40+ sites continue in an accelerated mode to ensure that the TACCS systems, which currently support SIDPERS-2.75, have all been replaced before the end of calendar year 1999. This dynamic project requires close coordination in meeting the Y2K processing demands. Surveys for the new SMS system, which is a re-host of SAMS-1/2 on an NT platform, have also been accelerated because of the Year 2000 issues with the TACCS devices. SEAT is also supporting a very ambitious survey and extension schedule for the new Army Distance Learning Program (ADLP).

With many programs now operating in an accelerated mode, our staff has a high Temporary Duty percentage rate. The SEAT team is currently supplemented with technical support contractors from the TACMIS Technical Services contract and with NCOs from the 504th Signal Battalion, Fort Huachuca, AZ. Because of a realignment of Army units, the 504th soldiers may be lost as fielding support to PO TACMIS in 4th QTR FY98. With this projected loss coupled with the accelerated fieldings, PO TACMIS and SEAT looked for an alternative to support the LAN installations for PEO STAMIS programs. A competitive solicitation was completed and ACS Systems and Engineering Company was judged the best value for the Government to support the cabling effort for the initial SIDPERS-3 extensions.

The TACMIS European Fielding Office (EFO), located in Friedrichsfeld, Germany, has been in existence since 1980. It has been invaluable during the successful extensions of STAMIS systems into Europe. The EFO is currently staffed by Mr. Charlie Byrd. He is quite familiar with the processes for all surveys and extensions and stands ready to assist where necessary. If he can be of assistance in any way, please call him at Commercial 011-496 21-487-2145/6663.

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http://www.peostamis.belvoir.army.mil/tacmis/aithome.htm

DEPT OF THE ARMY
TACMIS PROJ OFC
ATTN SFAE PS TP
9350 HALL RD SUITE 142
FT BELVOIR VA 22060-5526

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